

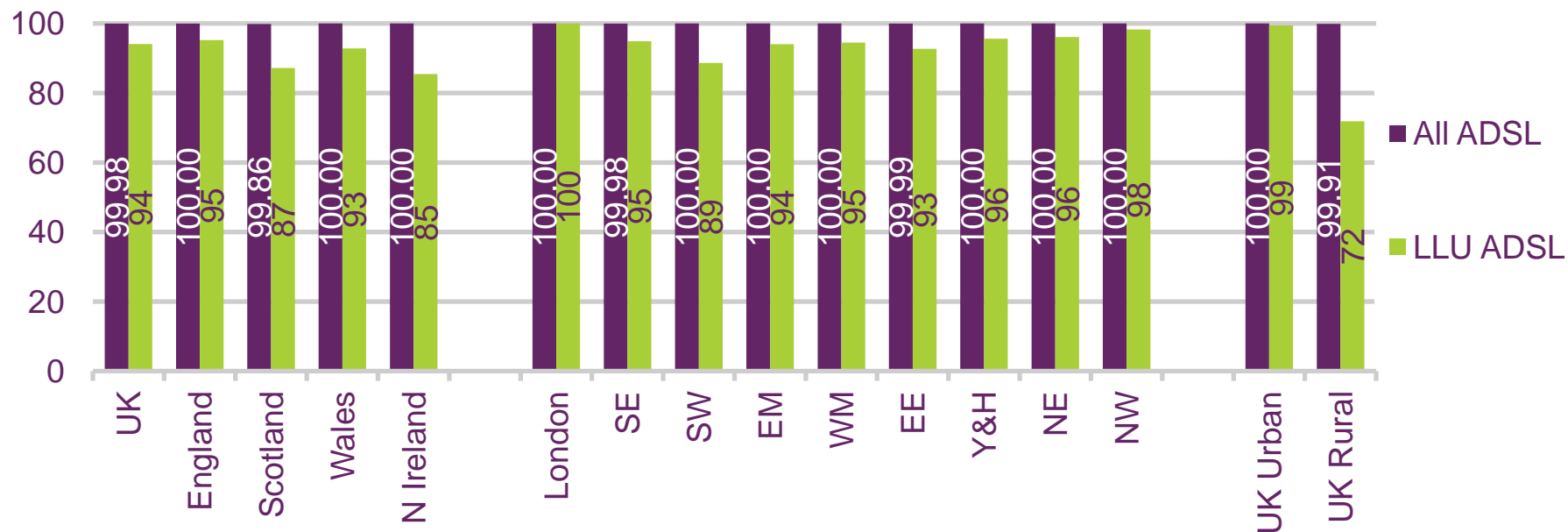
# Telecoms and networks

# Availability of fixed broadband services

# Figure 5.1

## Proportion of premises connected to ADSL-enabled and LLU-enabled exchanges

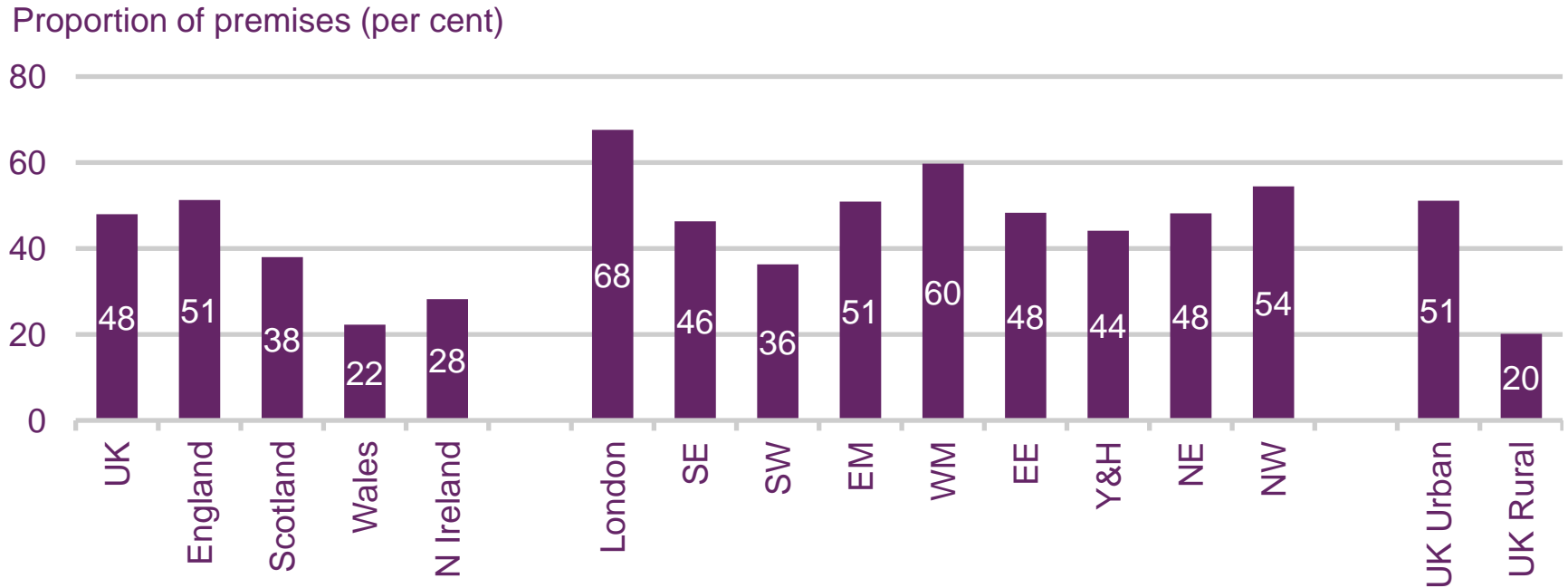
Proportion of premises (per cent)



Source: Ofcom / BT, December 2012 data

# Figure 5.2

## Proportion of premises in postcodes served by Virgin Media's cable broadband network

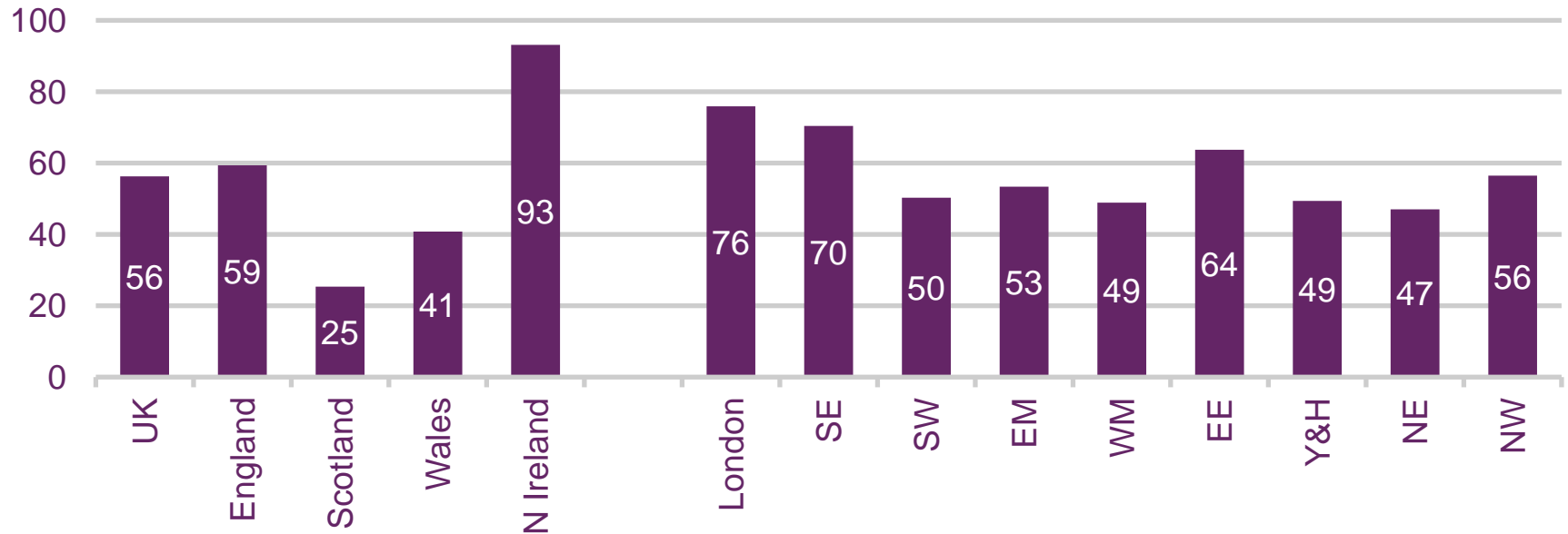


Source: Ofcom / Virgin Media, June 2013 data

# Figure 5.3

Proportion of premises in postcodes served by BT Openreach/Kcom's fibre broadband network

Proportion of premises (per cent)

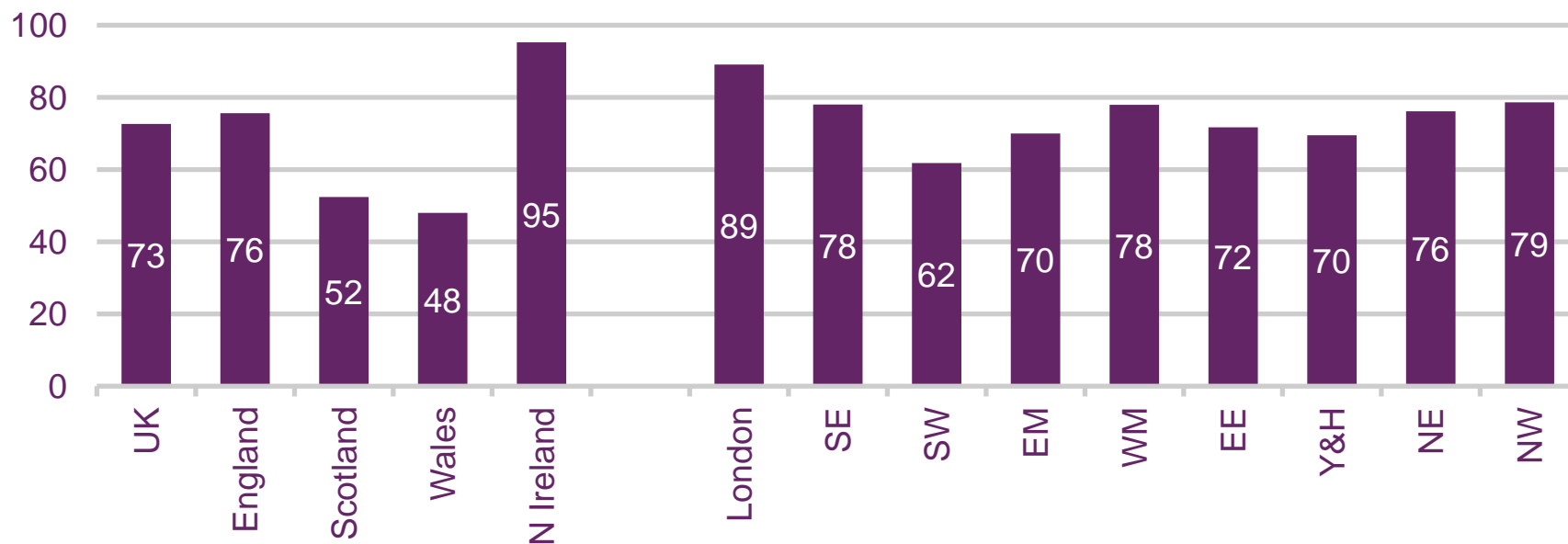


Source: Ofcom / operators, June 2013 data

# Figure 5.3

## Proportion of premises in postcodes served by NGA networks

Proportion of premises (per cent)

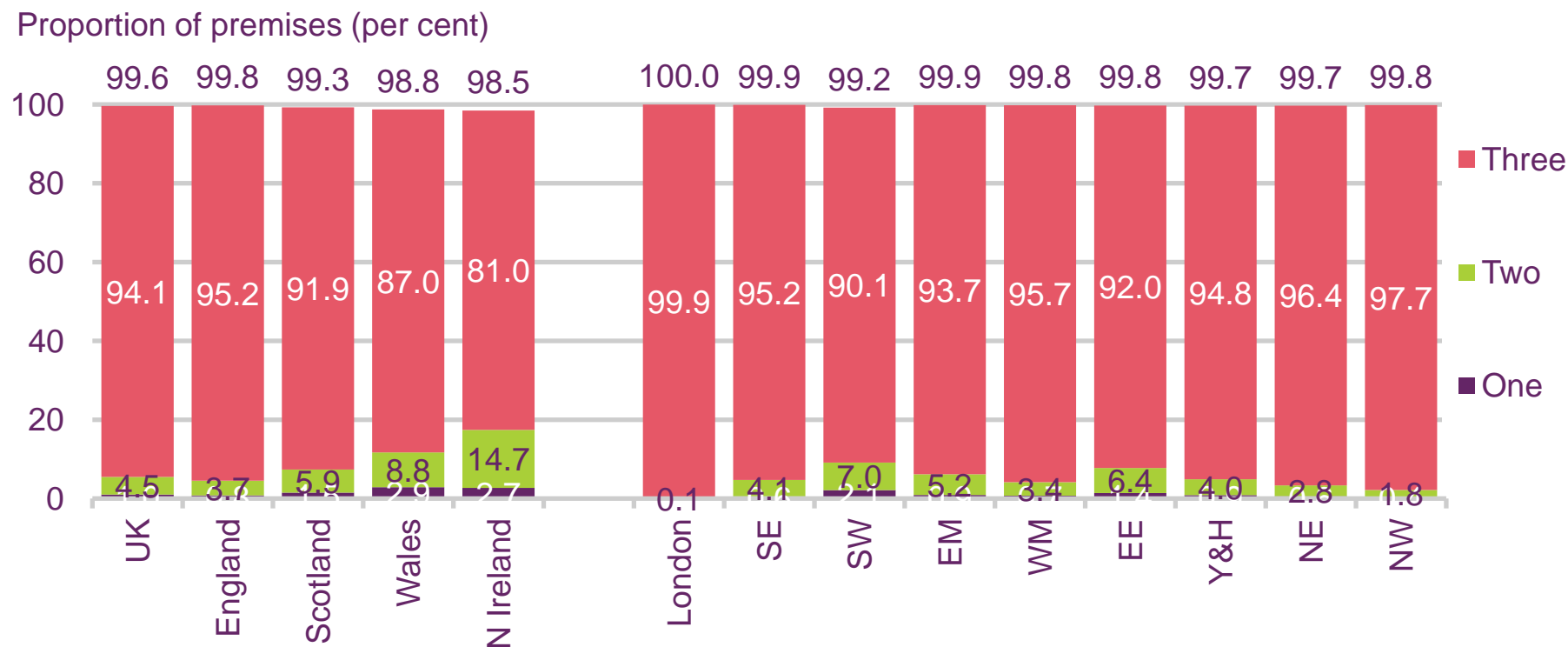


Source: Ofcom / operators, June 2013 data

# Mobile coverage

# Figure 5.5

## 2G mobile premises coverage, by number of operators



Source: Ofcom based on operator data.

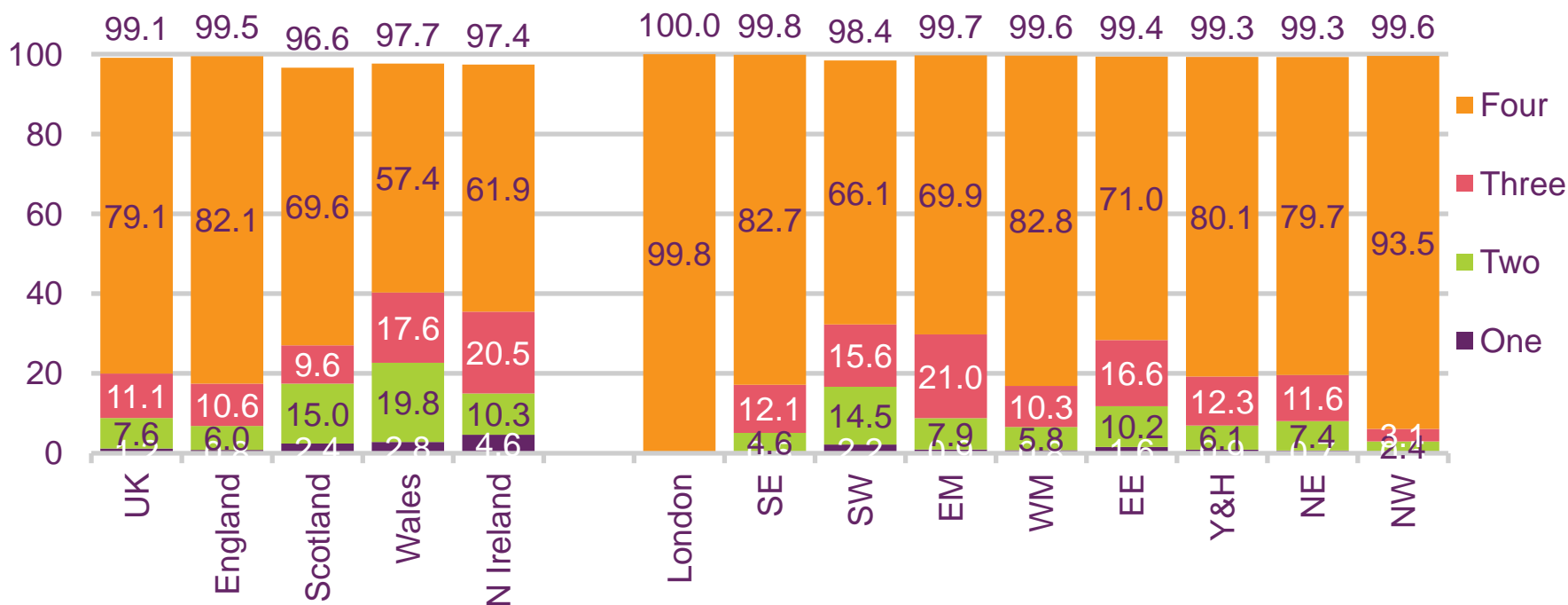
Note: Coverage is based on 200m square pixels covering the UK using an enhanced methodology



# Figure 5.6

## 3G mobile premises coverage, by number of operators

Proportion of premises (per cent)



Source: Ofcom based on operator data.

Note: Coverage is based on 200m square pixels covering the UK using an enhanced methodology

# Service take-up

# Figure 5.7

## Take-up of communications services, 2013

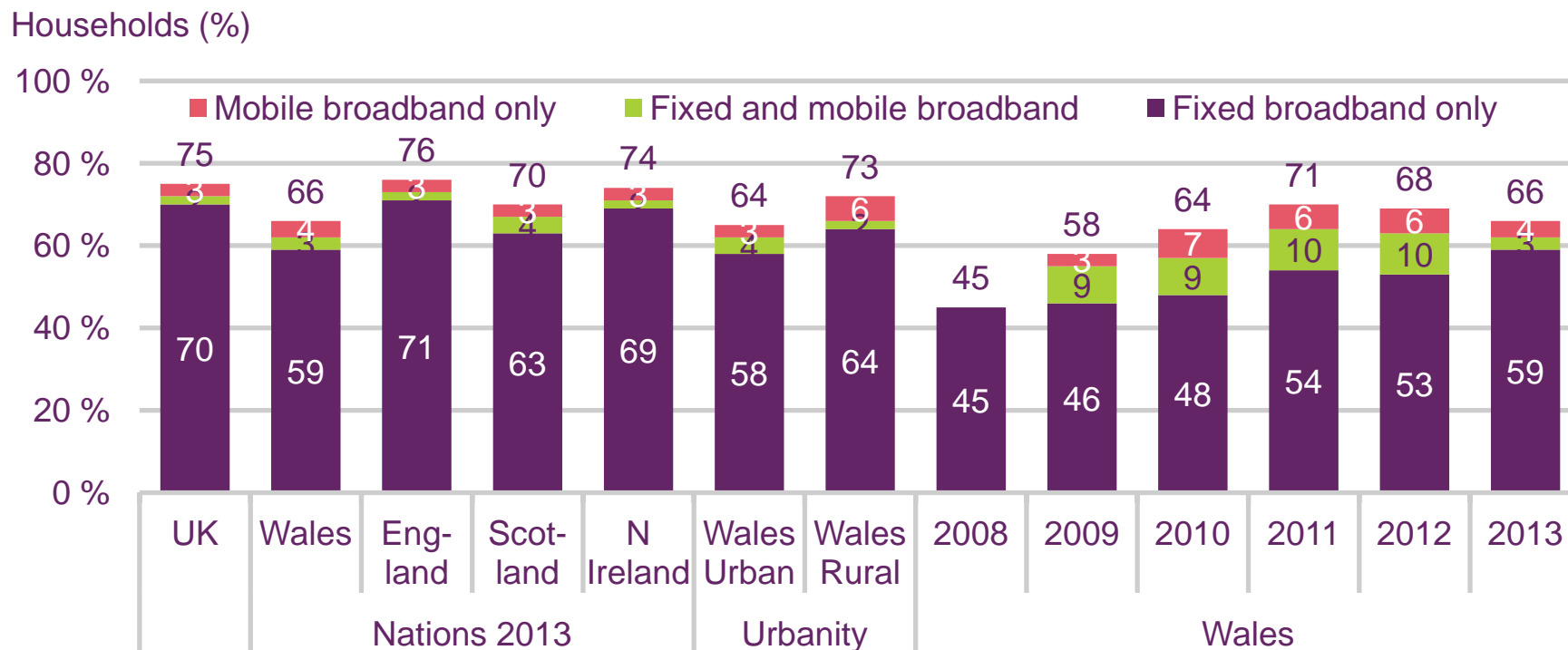
	UK	Wales	England	Scotland	N Ireland	Wales urban	Wales rural
<b>Individual</b>							
<b>Voice telephony</b>							
Fixed Line	84%	76%	85%	83%	82%	74%	86%
Mobile phone	92%	92%	92%	92%	94%	92%	91%
Smartphone	51%	49%	52%	45%	45%	50%	48%
Mobile-only homes	15%	23%	15%	16%	18%	26%	13%
<b>Internet</b>							
Total Internet	80%	75%	81%	76%	78%	74%	81%
Broadband (fixed and mobile)	75%	66%	76%	70%	74%	64%	73%
Fixed Broadband	72%	63%	73%	67%	71%	62%	67%
Mobile Broadband	5%	7%	5%	7%	5%	7%	8%
Mobile internet	49%	47%	49%	44%	45%	46%	49%

QC1. Is there a landline phone in your home that can be used to make and receive calls?/ QD2. Do you personally use a mobile phone?/ QD24B. Do you personally use a smartphone?/ QE1. Does your household have a PC or laptop computer?/ QE2. Do you or does anyone in your household have access to the Internet/ Worldwide Web at home?/ QE9. Which of these methods does your household use to connect to the Internet at home?/ QD28A. Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for?  
 Source: Ofcom research, Quarter 1 2013

Base: All adults aged 16+ (n = 3750 UK, 492 Wales, 2250 England, 501 Scotland, 507 Northern Ireland, 247 Wales urban, 245 Wales rural)

# Figure 5.8

## Consumer broadband take-up in Wales, by connection type



Source: Ofcom research, Quarter 1 2013

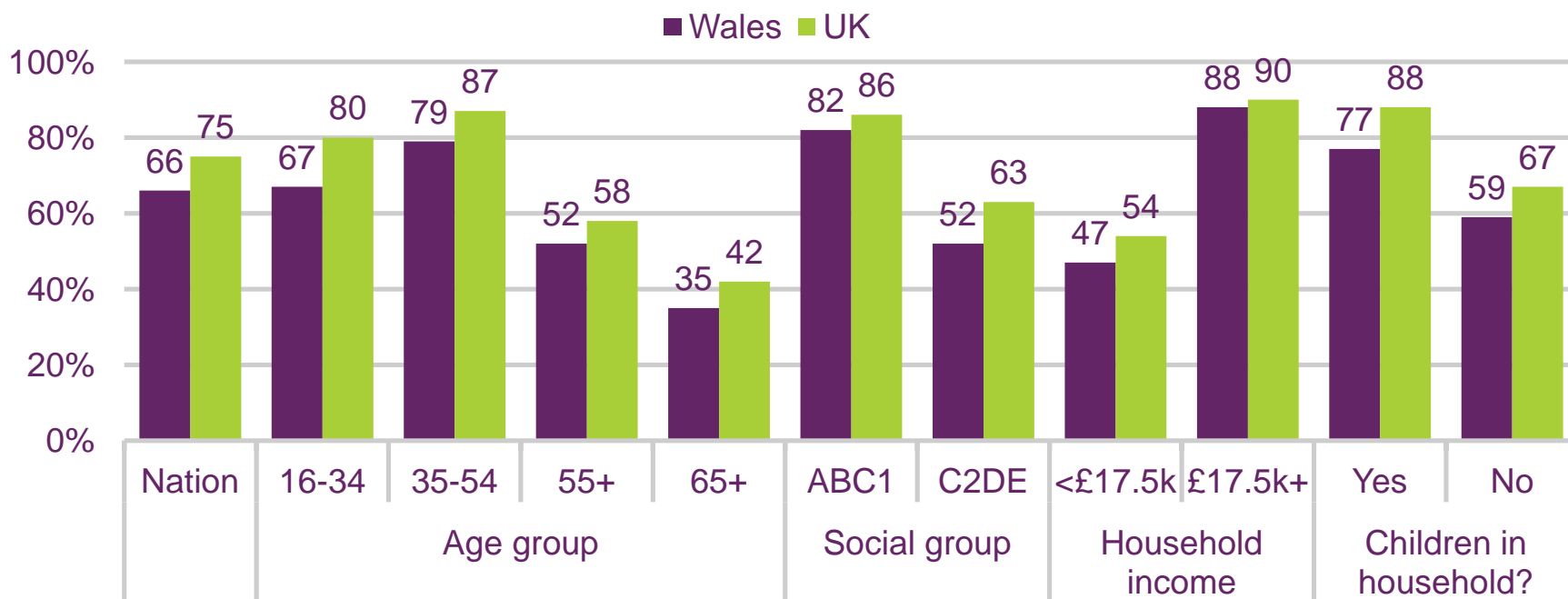
Base: All adults aged 16+

QE9. Which of these methods does your household use to connect to the internet at home? (NB 2008 survey did not cover mobile broadband. 2008 measure shows any broadband)

# Figure 5.9

## Consumer broadband take-up in Wales, by demographic

Households (%)



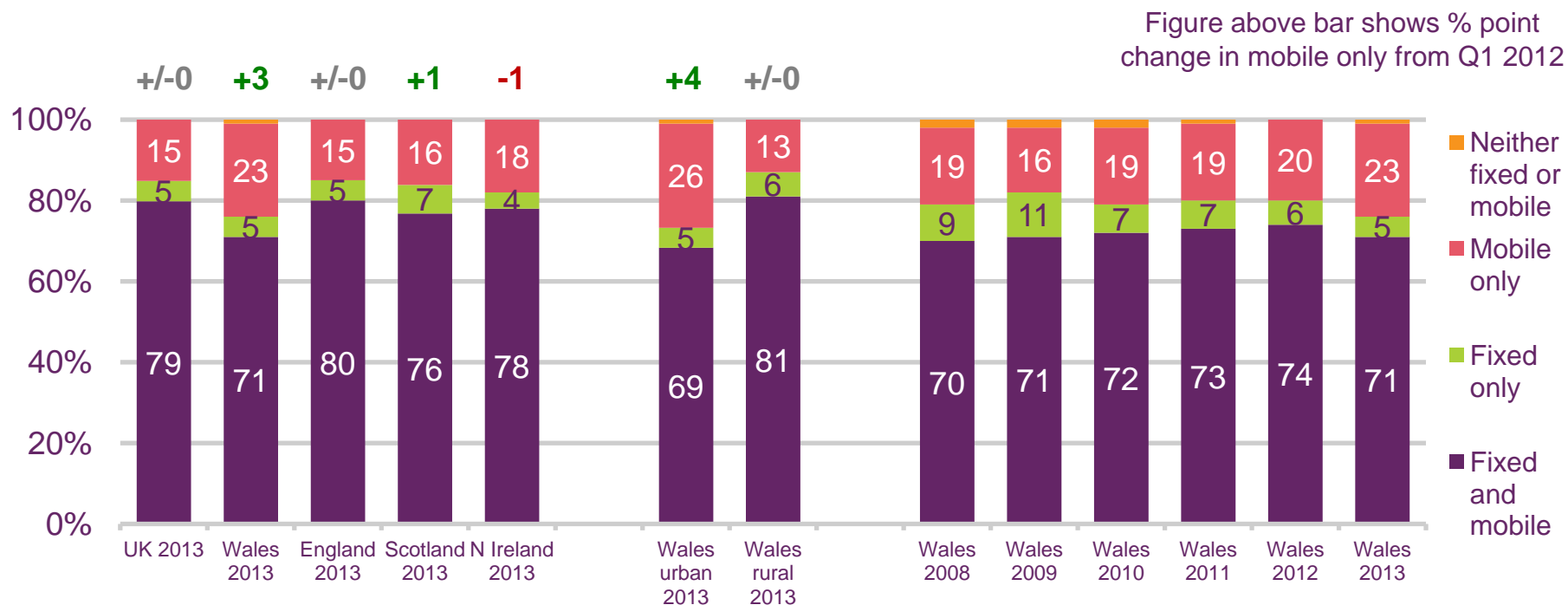
Source: Ofcom research, Quarter 1 2013

Base: All adults aged 16+

QE9. Which of these methods does your household use to connect to the internet at home?

# Figure 5.10

## Cross-ownership of household telephony services



Source: Ofcom research, Quarter 1 2013

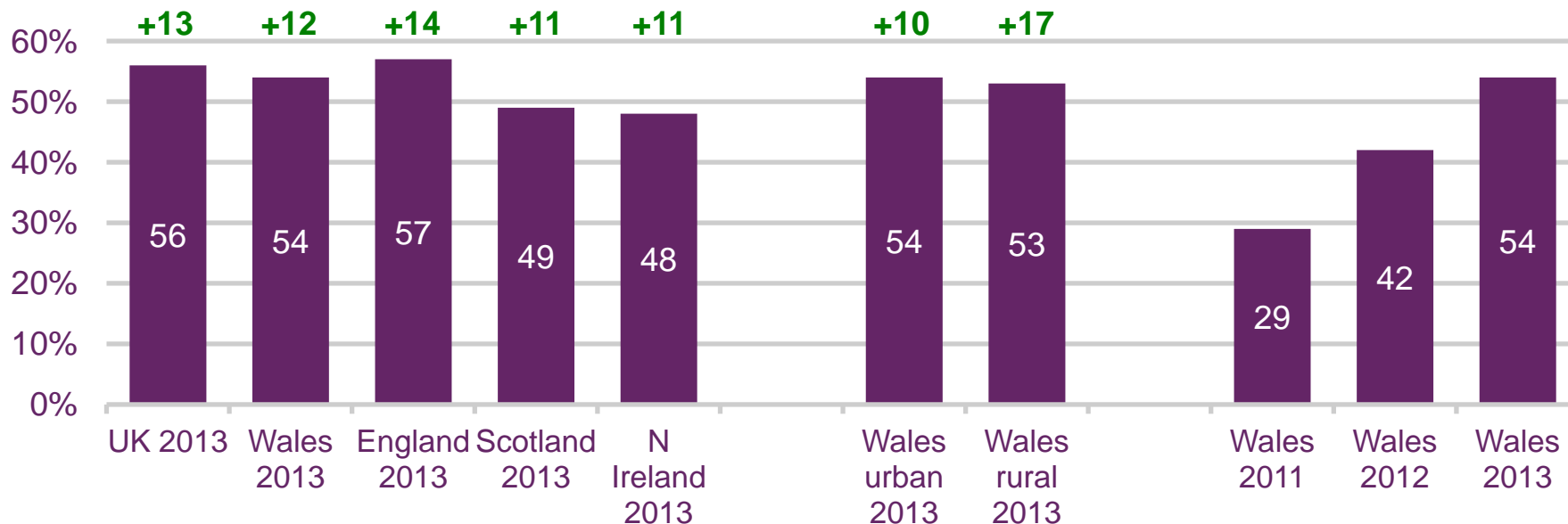
Base: All adults aged 16+

QC1. Is there a landline phone in your home that can be used to make and receive calls?/ QD1. How many mobile phones in total do you and members of your household use?

# Figure 5.11

## Take-up of smartphones

Figure above bar shows % point change in use of mobile phones from Q1 2012



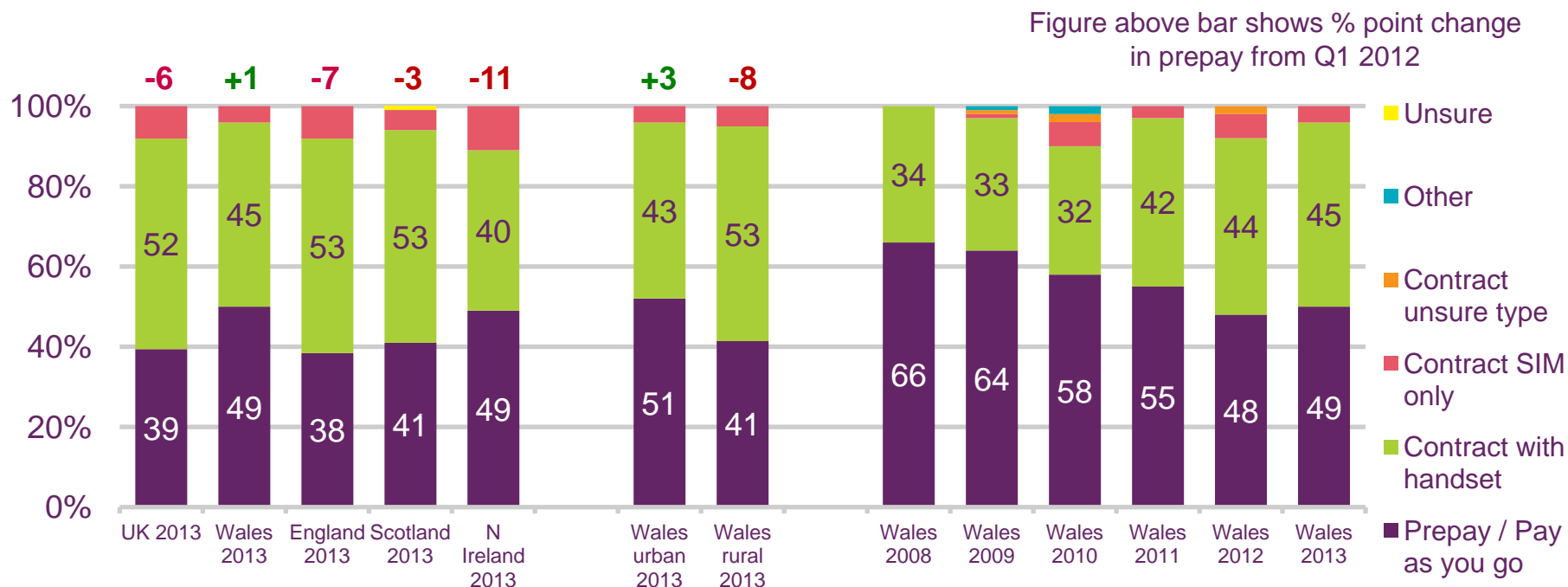
Source: Ofcom research, Quarter 1 2013

Base: Adults aged 16+ who personally use a mobile phone

QD24B. Do you personally use a Smartphone? A Smartphone is a phone on which you can easily access emails, download files and applications, as well as view websites and generally surf the internet. Popular brands of Smartphone include BlackBerry, iPhone and Android phones such as the Samsung Galaxy.

# Figure 5.12

## Type of mobile subscription



Source: Ofcom research, Quarter 1 2013

Base: Adults aged 16+ who personally use a mobile phone

QD11. Which of these best describes the mobile package you personally use most often? (NB 2008 survey did not cover type of contract)



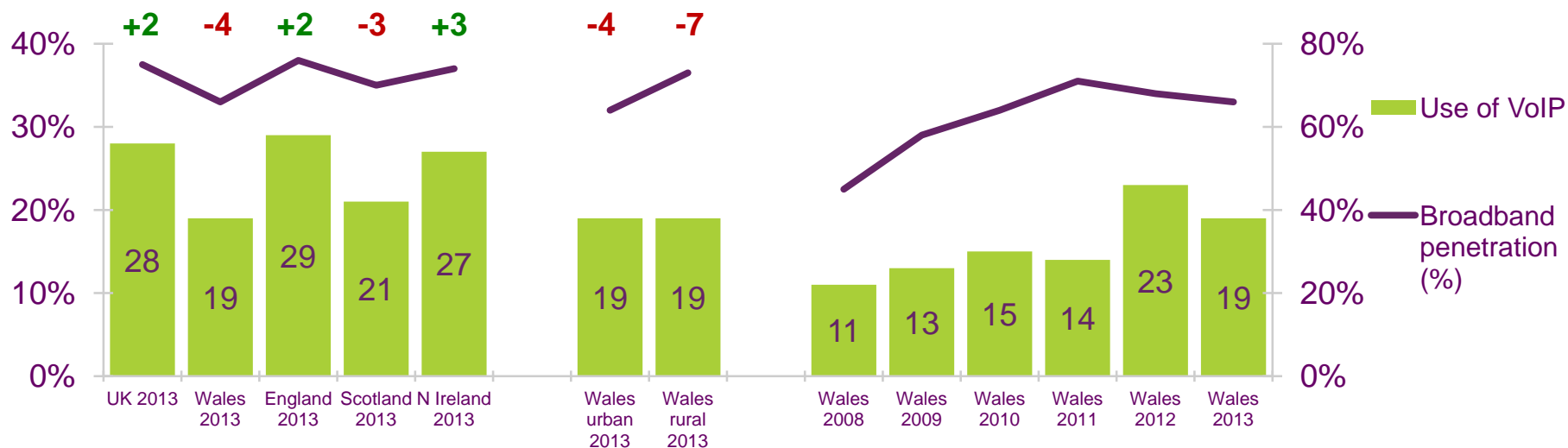
# Figure 5.13

## Individual use of voice over IP

Figure above bar shows % point change in current use of VoIP from Q1 2012

Individual use of VoIP

Proportion of individuals with broadband at home



Source: Ofcom research, Quarter 1 2013

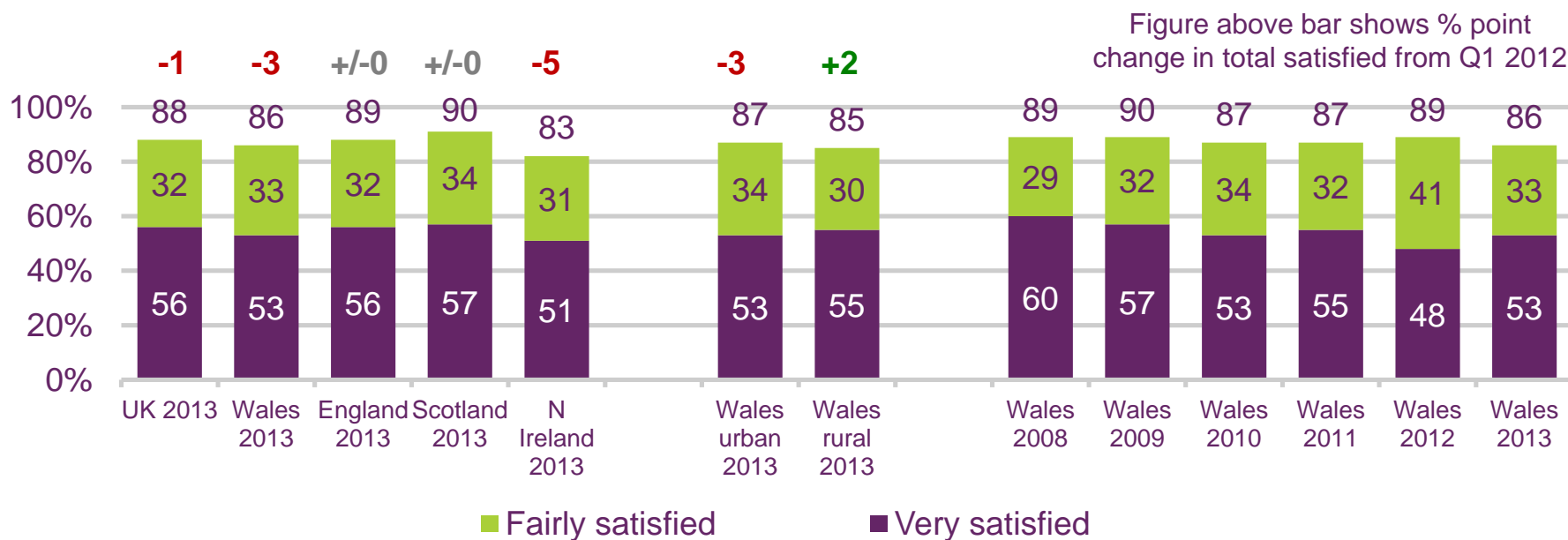
Base: All adults aged 16+

Notes: 2013 measure combines responses from internet users (at QE5A) and all UK adults (at QE30), data not comparable with previous years; question wording for QE5A-B prior to 2013 asked about household use of the internet at home, while in 2013 QE5A-B asked about individual use of the internet anywhere.

QE30. Have you or anyone in your household ever used one of these services to make voice calls using the internet?/QE5. Which, if any, of these do you use the internet for?

# Figure 5.14

## Satisfaction with mobile reception



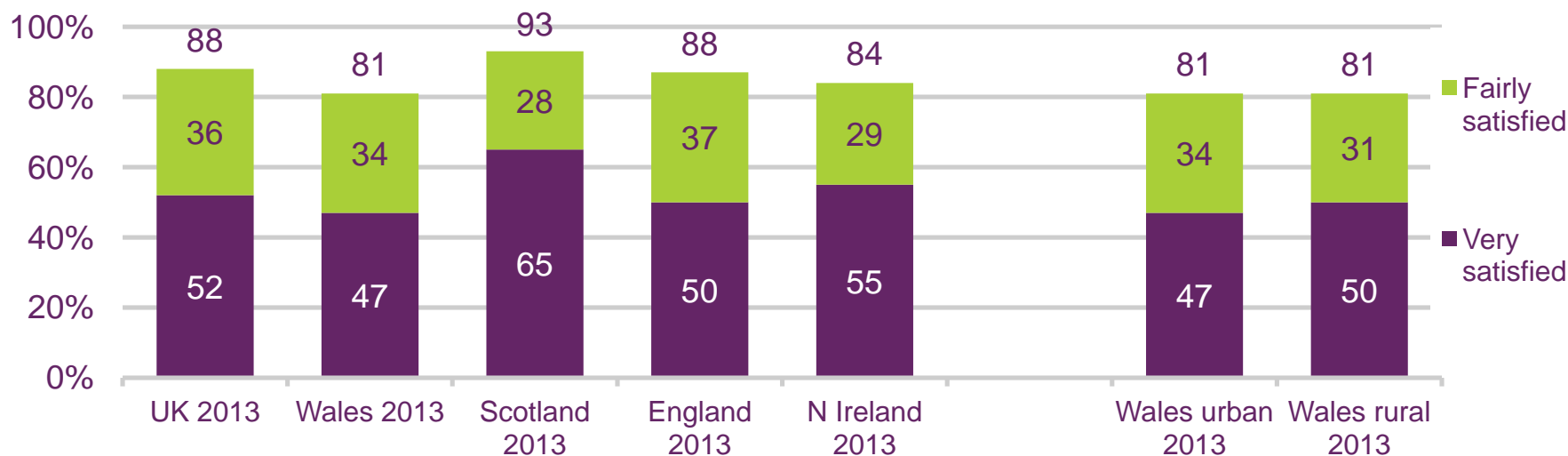
Source: Ofcom research, Quarter 1 2013

Base: Adults aged 16+ who personally use a mobile phone

QD21c. Thinking about your mobile phone service only, how satisfied are you with (main supplier) for reception/ accessing network?

# Figure 5.15

## Satisfaction with ability to connect to the internet via a 3G or 4G network



Source: Ofcom research, Quarter 1 2013

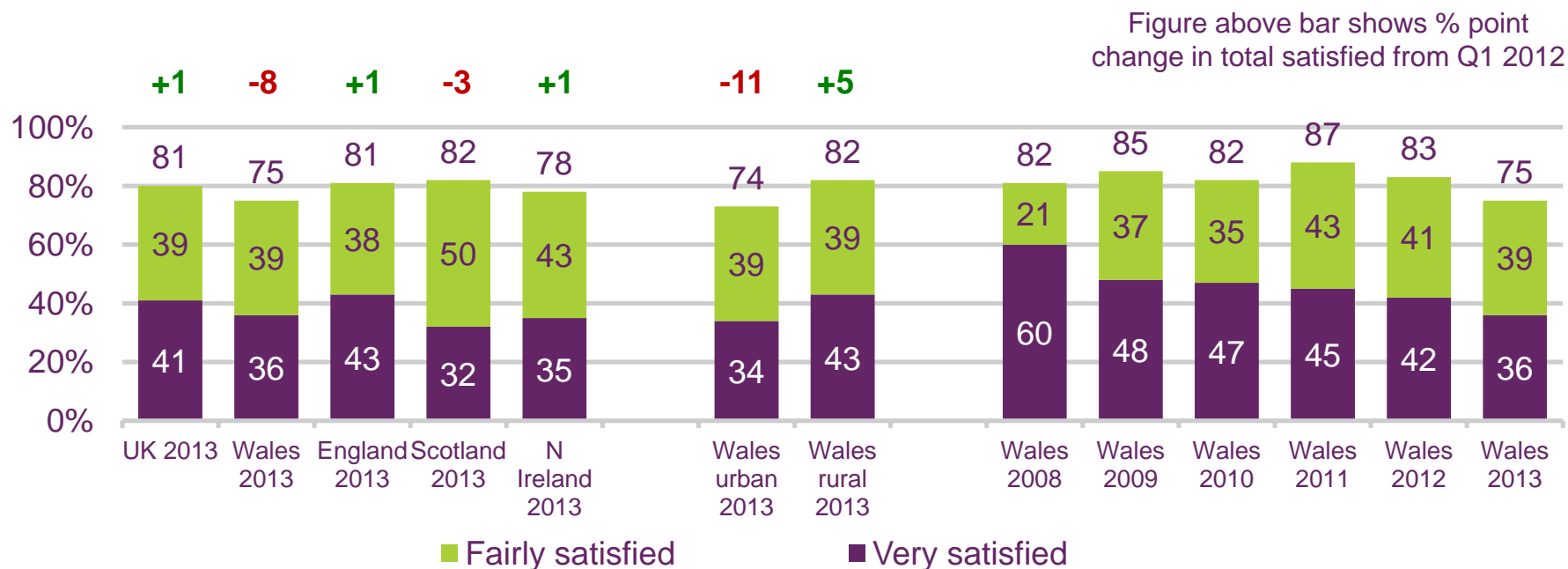
Base: Adults aged 16+ who personally use a smartphone

QD21k. Thinking about your mobile phone service only, how satisfied are you with (main supplier) for ability to connect to the internet using the mobile network?

# Figure 5.16



## Satisfaction with speed of fixed broadband connection



Source: Ofcom research, Quarter 1 2013

Base: Adults aged 16+ with a fixed broadband connection at home

QE8b. Thinking about your fixed broadband internet service, how satisfied are you with (main supplier) for the speed of your service while online (not just the connection)?